



Granby Public Library Circulation Policy

Background and General Information

NOTE: Granby Public Library and F.H. Cossitt Library (Library) joined the LCI Consortium on 2 June 2014. In joining a consortium, many of the Library's circulation policies are now created and governed by the Consortium Board of Directors, made up of the current Consortium Library Directors.

The collections of the Library are available for use by residents of Granby and others as specified in the *Non-Resident Section* of this policy. Library materials are the property of the Town of Granby. Library cards are issued to identify users of library materials and to provide a means of recovering materials that have not been returned. Loan periods are designed both to allow adequate time for borrowers to use materials and to provide timely loans of materials that are in high demand. Borrowers assume responsibility for payment of fees or fines for materials not returned on time or those that are lost or damaged.

Purpose

The circulation policy of the Library exists to facilitate community access to materials and information contained in the collections and to standardize practices at both branches of the Library.

Confidentiality of User Records

Pursuant to *Connecticut General Statutes Sec. 11-25(b)*, identifiable personal information contained in the circulation records of the public libraries within the Consortium shall be confidential.

Library Cards: Eligibility and Registration

Categories of eligibility:

Granby residents: Any person who shows proof of residence within the Town of Granby may obtain a Granby Library card, which will be valid for three years. Residents 18 years of age and older register as an Adult, Child is any child or teen under 18 years of age; Granby residents age 62 and older may obtain a Senior card.

Teacher loans: Teachers in Granby Public Schools are eligible for cards with certain loan privileges for materials for classroom use. Granby residents who teach in area magnet schools are also eligible for Teacher cards. Proof of employment by the Granby school system or a magnet school must be provided. Teacher registration will be valid for one school year, with the information kept on file in the Library; no card will be issued. The customized borrowing privileges that the Library extends to its teachers may not be applicable at other consortia libraries.

Community loans: Granby business organizations, *for example but not limited to* daycare centers, Holcomb Farm, or group homes will be issued an account for use by all authorized individuals associated with the organization. Names of individuals authorized to use the account must be provided at the time of application and kept current. The account will be valid for one year. No actual card will be issued; the Library retains the application and/or a

letter citing the authorized borrowers. The borrowing privileges that the Library extends to its community groups may not be applicable at other consortia libraries.

Non-residents:

LCI Consortia Patrons: The Library will extend full privileges to LCI consortia library patrons, except for selected materials as stipulated later in this policy (*see Non-Circulating Items, page 4*).

borrowIT CT: The Library honors valid library cards from all Connecticut public libraries in accordance with the statewide *borrowIT CT* reciprocal borrowing policy.

Granby Property Owners: Out-of-state residents who own property in Granby will be issued a Granby Library card upon proof of local land ownership. Connecticut residents will be encouraged to use Library cards from their town of residence but will be issued a Granby Library card if requested and with proof of local land ownership.

Out-of-state: Out-of-state residents who are employed by a Granby business are eligible for cards for use at **the** Library; out-of-state cards will be labeled with a state-issued barcode and can be used within **the** Library only and with certain restrictions. Proof of employment by a Granby business must be provided. There is a \$45.00 non-refundable annual fee for out-of-state residents who are not employed within the Town of Granby who wish to use the Library. Registrations will be valid for one year; no card will be issued.

Temporary residents: Short-term residents such as foreign-study students, nannies or house guests, may be issued a Library card upon proof of local residence and acceptable identification. The registration period will be determined at the time of application; these library cards can be used **at the** Library only and with certain restrictions.

Forms of acceptable identification:

Applicants for a Library card must show identification with a current residential address. Identification with only a post office box number will not be accepted. Any one of the following is considered acceptable identification:

- A valid Connecticut driver's license or identification card issued by the Connecticut DMV with photo and current residential address.
- A current property tax statement for Granby residential property with the name of the applicant along with an official photo identification card from a school or government agency.
- An official photo identification card from a school or government agency, along with another piece of identification with a current Granby residential address, such as a utility bill or canceled mail postmarked within the last week.
- A student photo ID from Granby Memorial High School or Middle School will be accepted without additional identification required; a parent/guardian signature is required at the time of registration for students under the age of 18.
- A residential property tax statement may be requested for applicants who live in Granby but supply only a post office box number as an address.
- Proof of employment within the Town of Granby, as well as a valid driver's license from the state of residence will be required from applicants for special categories of cards, such as teacher cards.

Minors:

A parent or legal guardian must be present with the applicant and sign the application for the applicant under the age of 18. The parent or guardian's identification or current Granby Library card will be accepted as proof of residence. Parents or guardians are responsible for all items checked out by children under the age of 18; parents or guardians are responsible for monitoring their child's borrowed materials, including all formats.

Renewal of Library Cards:

Cards may be renewed at either Library location. At the time of renewal, applicants may be asked to verify address or other information on the patron record. Overdue items must be returned and payment of outstanding fees and fines is required before a Library card is renewed.

Responsibility:

A Library patron is responsible for all materials checked out on their card and the cards of children for whom they have assumed responsibility. If a patron allows others to borrow materials using their card, those materials are the responsibility of the card owner.

Lost cards should be reported immediately. A Library patron is responsible for all materials checked out on their card up to the date the card is reported lost to the Library. ***There is a \$5.00 replacement fee for a lost card.***

Parents or guardians whose library cards are blocked due to fines or lost items are not allowed to use their child's card until their own record has been cleared. A child may continue to use their own card to check out materials if their parent's/guardian's card is blocked.

Loan Limits:

Loan periods on the number of items that may be borrowed are established within the LCI Consortium to provide patrons with an adequate amount of time to use materials and return them so they are available to others. A printed record of items currently on loan is available online under "My Account" or can be provided upon request at any of the 30 consortia libraries. A limit may be placed on any material which may be in high demand, such as books used for school projects. Loan limits are subject to change by Library Administration.

Loan Periods:

Most books within the Library's collections may be borrowed for twenty eight (28) days, although loan periods are subject to change by Library Administration and Consortia standards. If the due date falls on a holiday or a day when the Library is closed, the loan period will be extended until the next day the Library is open. The following loan periods have been established for Library materials:

- Adult and Teen Collections: Most materials in these collections circulate for 28 days, with the exception of:

- New Fiction/Non-Fiction Books: Fourteen (14) days; one renewal, can be held within the Consortium.
 - Rapid Reads: Seven (7) days; no holds or renewals.
 - Express DVDs: Three (3) days; no holds or renewals.
 - Videos and DVDs: Seven (7) days; one renewal.
 - Museum Passes: Three (3) days.
 - Magazines: Seven (7) days; one renewal
- Children's Room Collection: Most materials in the Children's Room circulate for 28 days, with the exception of:
 - New Children's Fiction/Non-Fiction Books: Fourteen (14) days; one renewal, can be held within the Consortium.
 - Children's Videos and DVDs: Seven (7) days; one renewal.
 - Nutmeg Books (14 days; seasonal), no holds.

Exceptions to Standard Loan Periods:

- Statewide InterLibrary loan materials Borrowed: The borrowing period and renewal period are determined by the lending Library.
- Statewide InterLibrary loan materials Loaned: The loan period for materials to other Libraries is four (4) weeks. One renewal for two (2) weeks is allowed. Reference materials, items on reserve (holds) lists and newspapers are not loaned.
- Granby Teacher and Community Group loans: Some items may be borrowed for an extended loan period, which will be decided on a case-by-case basis by Library Administration.

Renewals:

One renewal for the standard loan period (see above) is permitted if the item is not on hold for another Library patron. Items may be renewed in the Library, by telephone, or via the Online Catalog. Library patrons who wish to renew by phone are advised to call in advance of the due date in case the item cannot be renewed.

Museum passes, Rapid Reads and eReaders may not be renewed; loans to Granby community groups or to Granby teachers for classroom use may not be renewed.

Non-circulating items:

Newspapers, reference materials, and items from the Vertical Files do not circulate. Copiers are available for people needing copies of information from materials that do not circulate. There is a charge for all copies made using Library equipment.

Return of Items:

Borrowers are responsible for all materials until they have been safely returned to the Library or another LCI Consortium library. Staff will make deliveries of materials between the two Town Library branches, however patrons are encouraged to return materials to the same Library location as originally borrowed, if at all possible.

Use of the Book Return:

All items, with the exception of Museum Passes, may be returned to the book drops located at both Library locations; Patrons are asked to return all oversize items to the Circulation Desk as large items may cause a jam in the book return.

Use of the State Library Delivery Service:

The Library accepts materials for other Connecticut public libraries that are served by the State Library delivery service. Persons using the State delivery service to return library materials are advised that they are responsible for items returned this way. Patrons are responsible for any fees or fines that are charged by the owning Libraries.

Library Materials from Schools:

Library materials belonging to Granby schools should not be returned to the Library, nor will the Granby schools accept Library materials for return in school libraries. Fines will be charged on all overdue items. Books belonging to schools in other Connecticut towns that are returned to Granby Libraries are sent to the Public Library of that town via delivery service. If the Granby Public Library is unable to return the items to the owning library via delivery, staff will make three (3) attempts to contact the school library to arrange for their materials to be returned at their expense.

Books belonging to Out-of-State Libraries:

Staff will make three (3) attempts to contact the patron or the out-of-state Library to arrange for their materials to be returned, at their expense.

Overdue Notices/Bills:

Library patrons are responsible for keeping a record of the due dates of their Library materials. In the Online Catalog, patrons can verify due dates, pay their fines and fees with a major credit card, and generate a paid receipt to be sent to their email address.

A courtesy email reminder will be generated by the Sierra Circulation System (if the patron has submitted an email address) that their materials are coming due. A second email notice will be generated after the item is overdue fourteen (14) days. A third notice in the form of a bill will be generated for the cost of the item plus all fines accrued to that time.

Failure to receive a notice will not be considered grounds for waiving a fine. A printed receipt for payment for lost and damaged items will be given to the patron upon request (see below).

Fees and Fines

Lost Cards: There is a \$5.00 replacement fee for a lost card.

Overdue Materials: Fines will not be charged for most overdue library materials borrowed. Patrons are asked to return items in a reasonable timeframe, as defined by the current lending periods, in order to ensure all patrons have free access to shared Library materials.

- Library materials checked out at other libraries will accrue fines based on the transaction library's fine policy.
- Overdue materials returned to the Library from other CT libraries will be charged a fine based on the fine policy of the transaction library.
- Fines for overdue materials returned to the Library from libraries that are not members of Library Connection must be paid at the library that owns the materials. The material will be returned via the State Library Delivery Service.

Exceptions:

Fines will be charged if the following items are not returned by the due date. The accrued fine will be posted on the patron's record. Fine rates, which are subject to change by Library Administration, are as follows:

- Museum Passes: \$10.00 per day, up to the cost of replacing the pass
- Library Equipment (such as eReaders): \$1.00 per day
- InterLibrary Loans: \$1.00 per day
- Rapid Reads: \$1.00 per day up to \$10.00
- Express DVDs: \$1.00 per day up to \$10.00

The Library does not charge overdue fines for any materials when such charges result from the death, hospitalization or serious illness of a cardholder or a member of the cardholder's close family.

A borrower will have their borrowing privileges suspended whenever they owe twenty-five dollars (**\$25.00**) or more in overdue fines and/or replacement charges to the Granby Public Library or any other library in the Library Connection network.

Lost items: Items that are more than **21 days** overdue will be marked "lost" by the system and replacement costs (see below) will be added to the patron's record. These materials will remain checked out to the patron until the lost item is renewed, located, returned, or paid for. These charges will be reversed when the item is returned to the Library.

Damaged items: The Library will attempt to repair slightly damaged items; however, if the material is determined to be beyond repair, the patron will be responsible for replacement costs (see below).

Replacement costs: If an item is lost or so severely damaged that it requires replacement, the library patron will be charged the current replacement cost of the item plus the cost of any supplemental packaging and processing. The replacement cost will be verified using recognized library vendors, such as Baker and Taylor. As an option, the patron MAY, *upon consultation with Library Staff*, provide the Library with a new, identical copy of the damaged item (same format, same edition, etc.).

Refunds: No refunds will be given for payments made for lost items. If a patron locates a Granby-owned item after making a payment, the patron may keep the original item.

Waiver: The Library has the option of reducing or waiving charges if they determine that this action is warranted by extenuating circumstances.

Exceptions: Certain loans made to community groups or teachers for classroom use may be exempt from fines.

Payment of fines: Fees and fines may be paid by cash, check, money order or using a major credit card using the Online Catalog. Identification such as a valid Connecticut driver's license is required for personal checks.

Denial of Borrowing Privileges: Borrowing privileges may be blocked for the following reasons:

- The total amount of fees and fines owed Granby Libraries exceeds **\$25.00** either on the patron's record or in combination with fines/fees on a child's registration for which an adult has assumed responsibility
- If the Library determines it needs confirmation of a borrower's Granby address or other pertinent registration information

Special Services and Fees

Consortium Holds: Patrons may place a hold for a specific item in the Consortium that is currently checked out. Holds may be placed in the Library, by phone or using the Online Catalog. There is no fee for this service. Hold items will be held for a maximum of 5-7 business days. System holds are filled with the first available copy within the Consortium's system.

Statewide InterLibrary loans:

Borrowing from Non-LCI Libraries via the state-wide InterLibrary loan system: Granby patron needs will be met first within the LCI Consortium's circulation system; if a material cannot be found within the system, the Libraries will attempt to borrow the material through the State Library's InterLibrary loan system.

Loaning to Non-LCI Libraries via the State InterLibrary Loan System: Registered Connecticut residents may request InterLibrary loans through the State InterLibrary Loan System. Granby Libraries will attempt to fill requests for InterLibrary loans based on staffing, as consortium holds have top priority per our contract with the LCI Consortium.

Online account access: Library patrons with current valid registrations can access their accounts using their Library Card's 14 digit barcode number and their last name.

Book Discussion Groups: The Library will attempt to locate through either the Consortium's system or through the State InterLibrary loan system and circulate copies of any title requested by a non-Library-sponsored book discussion group. The number of copies borrowed is determined by availability of the title from the lending libraries.

Copies of items: There is a 25¢ per page charge for any materials the Library is requested to provide to any patron.

Service without a Card

Service will be provided to borrowers who have forgotten their Library cards if their registration information is available within the Consortium's system and if outstanding fees or fines on their registration records do not exceed **\$25.00**. Proof of identify may be required.

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